

What Is Claimed Is:

- 1 1. A system for processing a customer
2 concern, the system comprising:
3 a service station having a digital camera
4 assembly, wherein the digital camera assembly is
5 removable from the service station for capturing
6 digital information related to the customer concern,
7 the digital information is automatically downloaded
8 from the digital camera when the camera is returned to
9 the service station;
10 a reviewer station for receiving the digital
11 information from the service station for determining
12 how to address the customer concern; and
13 a communication network connecting the
14 service station with the reviewer station for
15 transmitting customer concern including the digital
16 information therebetween.
- 1 2. The system of claim 1 wherein the
2 service station further comprises a computer in
3 communication with the digital camera assembly for
4 receiving digital information of the customer's
5 concern.
- 1 3. The system of claim 1 wherein the
2 service station further comprises a scanner for
3 acquiring at least one identifying indicia.

1 4. The system of claim 3 wherein the at
2 least one identifying indicia is a vehicle
3 identification number.

1 5. ~~The system of claim 3 wherein the at~~
2 least one identifying indica is watermarked onto the
3 digital information.

1 6. The system of claim 3 wherein the
2 scanner is attached to the digital camera assembly.

1 7. The system of claim 1 wherein the
2 service station further comprises a housing, the
3 housing has a base and a base cover.

1 8. The system of claim 7 wherein the base
2 further comprises a first recess portion for receiving
3 a computer.

1 9. The system of claim 7 wherein the base
2 further comprises a second recess portion for
3 receiving the digital camera.

1 10. The system of claim 8 wherein the
2 second recess portion further comprises a plurality of
3 terminals which contact a plurality of camera
4 terminals.

1 11. The system of claim 10 wherein the
2 plurality of terminals further comprises a first set
3 of terminals in communication with a first set of
4 camera terminals for charging the camera.

1 12. The system of claim 10 wherein the
2 plurality of terminals further comprises a second set
3 of terminals in communication with a second set of
4 camera terminals for transmitting data between the
5 camera and computer

1 13. The system of claim 1 wherein the
2 service station further comprises a power supply for
3 providing electrical power to the digital camera.

1 14. The system of claim 1 wherein the
2 service station further comprises a battery charger
3 for charging a battery included in the digital camera
4 for providing electrical power to same.

1 15. A system for processing a customer
2 concern, the system comprising:
3 a service computer having a digital camera
4 assembly in communication therewith for capturing
5 images of the customer concern;
6 a reviewer computer for receiving the images
7 from the service computer for determining how to
8 address the customer concern; and

9 a communication network connecting the
10 service computer with the reviewer computer for
11 transmitting customer concern information including
12 the images therebetween.

1 16. The system of claim 15 further
2 comprises a scanner in communication with the digital
3 camera assembly for acquiring at least one identifying
4 indicia.

1 17. The system of claim 16 wherein the at
2 least one identifying information is a vehicle
3 identification number.

1 18. The system of claim 16 wherein the at
2 least one identifying information is watermarked onto
3 the images.

1 19. The system of claim 15 further
2 comprises a housing having a base and a base cover.

1 20. The system of claim 19 wherein the base
2 further comprises a first recess portion for receiving
3 a computer.

1 21. The system of claim 19 wherein the base
2 further comprises a second recess portion for
3 receiving the digital camera assembly.

1 22. The system of claim 21 wherein the
2 second recess portion further comprises a plurality of
3 terminals which contact to a plurality of camera
4 assembly terminals.

1 23. The system of claim 22 wherein the
2 plurality of terminals further comprises a first set
3 of terminals in communication with a first set of
4 camera terminals for charging the camera.

1 24. The system of claim 22 wherein the
2 plurality of terminals further comprises a second set
3 of terminals in communication with a second set of
4 camera terminals for transmitting data between the
5 camera and computer.

1 25. The system of claim 19 wherein the
2 housing further comprises a power supply for providing
3 electrical power to the digital camera.

1 26. The system of claim 19 wherein the
2 housing further comprises a battery charger for
3 charging a battery included in the digital camera for
4 providing electrical power to same.

1 27. A system for processing a customer
2 concern, the system comprising:

3 a service computer for receiving data
4 indicative of the customer concern;

5 a digital camera in communication with the
6 service computer for capturing at least one image of a
7 subject matter of the customer concern;

8 a scanner for acquiring an identifying
9 indicia of the subject matter of the customer concern;

10 a reviewer computer for receiving the at
11 least one image from the service computer to determine
12 how to correct the customer concern; and

13 a communication network connecting the
14 service computer with the reviewer computer for
15 transmitting customer concern information including
16 the at least one image therebetween.

1 28. The system of claim 27 wherein the
2 identifying indicia is a vehicle identification
3 number.

1 29. The system of claim 27 wherein the
2 identifying indicia is watermarked onto the at least
3 one image.

1 30. The system of claim 27 further
2 comprises a housing having a base and a base cover.

1 31. The system of claim 30 wherein the base
2 further comprises a first recess portion for receiving
3 the service computer.

1 32. The system of claim 30 wherein the base
2 further comprises a second recess portion for
3 receiving the digital camera.

1 33. The system of claim 30 wherein the
2 second recess portion further comprises a plurality of
3 terminals which contact to a plurality of camera
4 terminals.

1 34. The system of claim 33 wherein the
2 plurality of terminals further comprises a first set
3 of terminals in communication with a first set of
4 camera terminals for charging the camera.

1 35. The system of claim 33 wherein the
2 plurality of terminals further comprises a second set
3 of terminals in communication with a second set of
4 camera terminals for transmitting data between the
5 camera and computer.

1 36. The system of claim 30 wherein the
2 housing further comprises a power supply for providing
3 electrical power to the digital camera.

1 37. The system of claim 30 wherein the
2 housing further comprises a battery charger for
3 charging a battery included in the digital camera for
4 providing electrical power to same.

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